

U.S. PATENT APPLICATION
Inventors: Covington et al.
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CLAIMS:

1. A method for providing information in response to an inquiry submitted by a User, the method comprising:
- identifying the User by associating the user with a predefined profile;
- identifying a first search parameter based on the inquiry;
- formulating a search parameter based on the user's profile and the first search parameter;
- 10 searching a first database for a first record relating the first search parameter; and
- providing the user with the first record.

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